

# **Innovative Marketing Through Technology**

**“Enduring Service, Sustaining Freedom”**

**Region 4 Summer Conference**

**Biloxi, MS**

**August 27-29, 2002**

**Leigh Raque, Director of Marketing**

**Tod Smith, Senior Marketing Manager/Webmaster**

# HMHS Marketing Department

- Introduction
- Development Process
- Fulfillment Process
- Evolution
- Web Site Resources
- Web Stats
- TPRADFM Update

# HMHS Marketing Department

- Organized within HMHS Operations
- Supports corporate efforts to:
  - Work collaboratively with military and civilian healthcare professionals
  - Develop innovative health care solutions
  - Provide superb customer service
  - Maintain and enhance the HMHS website.

# HMHS Marketing Department

- Supports internal HMHS departments such as:
  - Provider Relations
  - Medical Affairs
  - Pharmacy
  - Network Development
  - Billing and Enrollment

# Material Development for...



**HUMANA.**  
Military Healthcare Services

# HMHS Marketing Department

- Develop materials aimed at educating both:



**Providers**



**Beneficiaries**



**HUMANA**  
Military Healthcare Services

# Materials Development Process

- Project ideas originate from:
  - HMHS Marketing Department's quarterly board meetings
  - Individual requests

# Materials Development Process

- Project Start-up
  - HMHS Marketing Department holds quarterly beneficiary and provider board meetings to collaborate on future materials development.





# Materials Development Process

- Beneficiary Board
  - Members include:



- Lead Agent
- Marketing Representatives
- HMHS Department Heads
- HMHS Field Associates
- HMHS Marketing Staff

# Materials Development Process

- Beneficiary Board
  - Members discuss development of:
    - Newsletters
    - Monthly Base Articles
    - On Hold Messages
    - New Projects
    - EOB Tipsheet, etc.

# Materials Development Process

- Provider Board
  - Members include:



- Lead Agent Representatives
- HMHS Medical Directors
- HMHS Department Heads
- HMHS Field Associates
- HMHS Marketing Staff



# Materials Development Process

- Provider Board
  - Members discuss development of:
    - Newsletters
      - Network Providers
      - Non Network Providers
    - Project Updates
    - New Projects

# Materials Development Process

- Project Start-up
  - Individuals may also request specific project development
  - A marketing project manager then meets with the individual to review process, timeline, potential obstacles, material and data requirements
- Whether an idea is initiated at a board meeting or by an individual, all projects then follow the same process.

# Materials Development Process

- **Write**
  - Assign stories to specific authors
  - Document sources as necessary
- **Internal review**
  - A select group of subject matter experts review all printed provider/beneficiary materials
  - Apply changes as recommended
- **Lead Agent review**
  - Send final version to Lead Agent office for review
  - Apply changes as necessary

# Materials Development Process

- **Design**
  - Meet with agency on project design
- **Vendor selection**
  - Submit three bid requests for print/mail vendors
- **Production**
  - Proof, print, ship materials
  - Place .pdf on HMHS Website
- **Mail**
  - Provide data file to vendor
- **Follow-up**
  - Send FYIs to update list

# Materials Development Process

- Ongoing review and reproduction of over 100 existing marketing products including:
  - brochures, newsletters, enrollment kits, folders, envelopes, specialty items, posters, change order kits (TSRx, TFL, TPRADFM, etc.), individual pieces to kits
  - cover letters, envelopes, enrollment forms, etc.





# Materials Development Process

## Actual Printed Examples

Beneficiary



Provider



# Materials Development Process

- Placement of provider and beneficiary materials on the HMHS website is the final step in the materials production process



The screenshot shows the HUMANA Military Healthcare Services website. At the top left is the HUMANA logo with the tagline "Military Healthcare Services". To the right of the logo is the text "REGIONS 3 and 4". Further right is a link labeled "Site Search". Below the logo are three columns of links: "Provider Resources" (with a photo of a doctor), "Beneficiary Resources" (with a photo of a family), and "DoD Resources" (with a photo of a couple). To the right of these links is a collage of military-related items including a camouflage helmet, a framed photo of a family, a military dog tag, and a book titled "TRICARE AND MILITARY RETIREMENT". Below these links is a red banner with the text "Hot News". Under the banner are four news items: "Pay Prime Enrollment Online - NEW", "TRICARE Offers Benefits to Activated Reservists and National Guard Members", "TRICARE For Life Information", and "National Defense Authorization Act (NDAA)". To the right of the news items is a map of the United States with a yellow star indicating the service area. Below the map is a text box that reads: "TRICARE is the Department of Defense (DoD) healthcare program for military families and retirees. Humana Military Healthcare Services has been selected by the DoD to offer TRICARE in Regions 3 and 4 in the southeastern United States." At the bottom of the page is a blue banner with the HUMANA logo and tagline, and a copyright notice: "© 2002 Humana Military Healthcare Services Legal Disclaimer".

**HUMANA**  
Military Healthcare Services

**REGIONS 3 and 4**

[Site Search](#)

[Provider Resources](#)

[Beneficiary Resources](#)

[DoD Resources](#)

**Hot News**

Pay Prime Enrollment Online - NEW

TRICARE Offers Benefits to Activated Reservists and National Guard Members

TRICARE For Life Information

National Defense Authorization Act (NDAA)

TRICARE is the Department of Defense (DoD) healthcare program for military families and retirees. Humana Military Healthcare Services has been selected by the DoD to offer TRICARE in Regions 3 and 4 in the southeastern United States.

[News Room](#) [Region Map](#) [Mid-Atlantic Region 2](#) [Heartland Region 5](#)

© 2002 Humana Military Healthcare Services [Legal Disclaimer](#)

# Materials Distribution Process

- Beneficiaries obtain and/or request materials in one of three ways:
  - Visit the TSC
  - HMHS web site
  - Telephone via the Interactive Voice Response System (IVR)



# Materials Distribution Process

- TSCs use technology to request bulk materials online via the HMHS Intranet home page.

[Intranet Home](#)   [Search](#)   [Contact Us](#)   [Humana's Website](#)   [ePhone Book](#)   [Humana Self Service](#)

*Welcome to the*  
*HMHS Associate Net*

 **HUMANA.**  
Military Healthcare Services

**Departments**

- [Education & Training](#)
- [Human Resources](#)
- [MIS](#)
- [Operations](#)
- [Marketing](#)

 **HUMANA.**  
Military Healthcare Services

**Employer/Client Login**July 10, 2002

**LOGIN**  
[Participant](#)  
[Online Payment](#)  
[Employer/Client](#)

**eLEARNING CENTER**  
[Claim Forms](#)  
[Brochures](#)  
[Expense Lists](#)  
And more!

**HELP?**  
[How to Login](#)  
[Contact Us](#)  
[SHPS Home](#)

Access to mySHPS online services is available to registered users only.  
For general information, visit the [eLearning Center](#).

**user id**

**password**



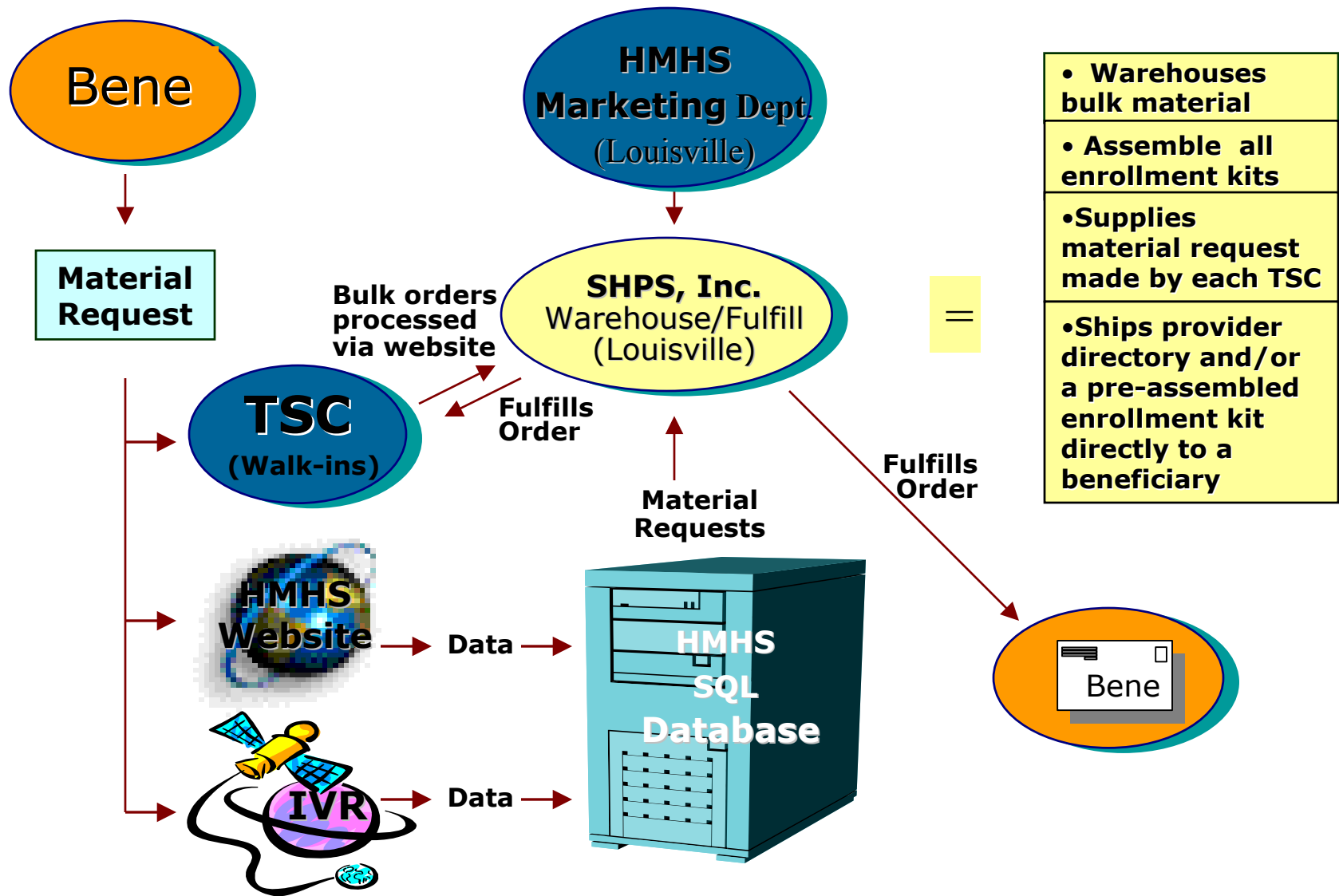
**REMIND ME**

The confidentiality of your account is important to us. To protect your privacy, SHPS uses Secure Sockets Layer (SSL) protocol, which encrypts the data you send and receive to prevent it from being accessed by unauthorized users.

**demo use**  
Last Name:      Benefit:  
Participant ID: 121212121  
Password:      01011954

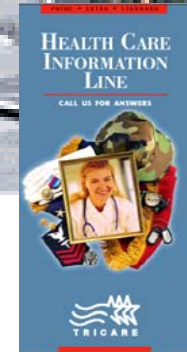
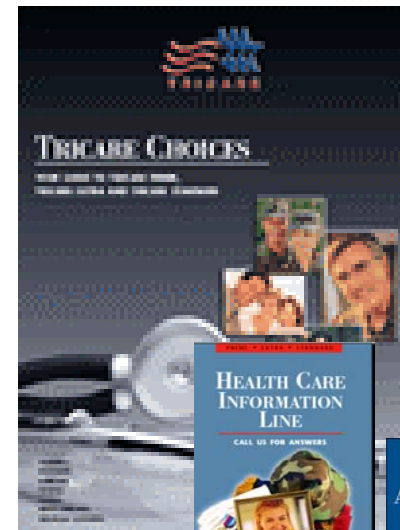
  
Click to verify

# Materials Distribution Process



# Materials Evolution

- Originally beneficiaries visited a TSC or contacted a BSR to request printed materials.



**HUMANA**  
Military Healthcare Services

# Materials Evolution

- Now users can access the HMHS Web Site for updated information as an alternative to requesting the actual printed product.



[Handbook](#). This handbook contains detailed information; overviews and coverage charts to help you better understand the difference between TRICARE Standard, TRICARE Extra, and TRICARE Prime benefits.



[Program Brochures](#). Various brochures highlighting important benefits, phone numbers and contact resources for the TRICARE program.



[Health & Wellness Brochures](#). Helpful hints and information on topics that are designed to help you get healthy and stay healthy, along with links to other TRICARE health programs and general medical information.



[Flyers](#). Helping you stay in tune with both the TRICARE program and topics of interest to you and your family



[Newsletters](#). Quarterly newsletter filled with TRICARE program updates, wellness information, highlights from your TRICARE region, and much, much more.



**HUMANA**  
Military Healthcare Services



# Web Site Resources



**HUMANA**  
Military Healthcare Services

Regions 3 and 4

[Site Search](#)



[Provider Resources](#)



[Beneficiary Resources](#)



[DoD Resources](#)



## Hot News

**Pay Prime Enrollment Online - NEW**

**TRICARE Offers Benefits to Activated Reservists and National Guard Members**

**TRICARE For Life Information**

**National Defense Authorization Act (NDAA)**



TRICARE is the Department of Defense (DoD) healthcare program for military families and retirees. Humana Military Healthcare Services has been selected by the DoD to offer TRICARE in Regions 3 and 4 in the southeastern United States.

[News Room](#) [Region Map](#) [Mid-Atlantic Region 2](#) [Heartland Region 5](#)

© 2002 Humana Military Healthcare Services [Legal Disclaimer](#)



**HUMANA**  
Military Healthcare Services



# Beneficiary Resources



**REGIONS 3 and 4**

[Site Search](#)



## Beneficiary Resources

Online Member Services  
Program Information  
Pharmacy Programs  
VA Services  
Fraud & Abuse  
NDAA/TRICARE For Life  
CHCBP



### Hot News

**Pay Prime Enrollment Online - NEW**

**TRICARE Offers Benefits to Activated Reservists and National Guard Members**

**TRICARE For Life Information**

**National Defense Authorization Act (NDAA)**



TRICARE is the Department of Defense (DoD) healthcare program for military families and retirees. Humana Military Healthcare Services has been selected by the DoD to offer TRICARE in Regions 3 and 4 in the southeastern United States.

[News Room](#) [Region Map](#) [Mid-Atlantic Region 2](#) [Heartland Region 5](#)  
© 2002 Humana Military Healthcare Services [Legal Disclaimer](#)

# Web Site Resources

- Online Beneficiary Services

[PAYMENT](#)

[CHECK YOUR CLAIMS](#)

[FIND A PROVIDER](#)

[DOWNLOAD FORMS](#)

[CONTACT US](#)



**HUMANA**  
Military Healthcare Services

# Web Site Resources

- Beneficiaries can now pay their annual enrollment or quarterly fees online

**Congratulations!** If you are currently a PRIME Beneficiary located within Region 3 or Region 4 you now have the option of submitting your TRICARE PRIME Quarterly Fee or Annual Payment directly on-line. This tool was designed to make it quick and easy! To begin, simply fill out the form below, then using a major credit card complete the information as requested.

Enter Your Name and Address

Sponsor SSN:

-

-

Card Holder Name

Address

City

State

Zip Code:

Ex Spouse

☐ Yes ☒ No

Continue

Note: **If you are not currently enrolled in Prime**, but interested in becoming a Prime Member, you can either:

- Call a Beneficiary Services Representative at (800) 444-5445, option 1, then option 3
- [Visit your local TSC](#)
- [Click here for additional program information](#)

# Materials Evolution

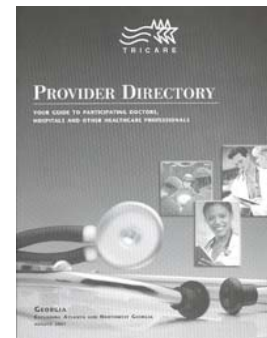
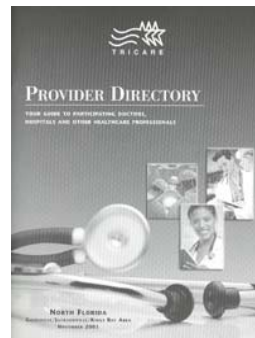
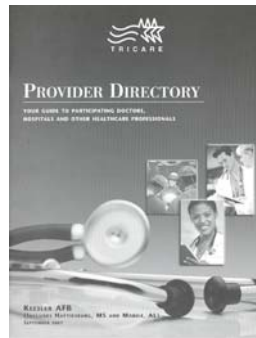
- Provider Directories
  - Currently 35+ versions produced
  - Data updated on 12 month cycle (yearly)
  - Linear printing in bulk / warehoused
  - Request filled from bulk supply



**HUMANA**  
Military Healthcare Services

# Materials Evolution

- Provider Directories (Proposed Approach)
  - Incorporating “Print on Demand” technique
  - Allows actual demand to be printed monthly
  - Provides capability to replenish data each month (12 x), instead of yearly (1x)
    - 1200% improvement over linear process



**HUMANA**  
Military Healthcare Services

# Web Site Resources

- Provider Locator

**Find A TRICARE Network Physician  
Region 3 & 4**

[Search by Distance](#)

[Search by Name](#)

**NEW! [TRICARE FOR LIFE](#)  
[Claims Support Information](#)**

[Facility / Hospital Locator](#)

[Military Treatment Facilities \(MTFs\)](#)

[Veterans Affairs Hospitals](#)

[Network Pharmacy Locator](#)

[TRICARE Service Center Locator](#)



# Web Site Resources

- Provider Locator

[Back to Provider Locator Index](#)

### Search by Distance

Specialty:

Street:

City:

State:

Zip:  Required  
([find your zip code](#))

Distance (miles) ☐ 5 ☐ 10 ☒ 15 ☐ 30 ☐ 40 ☐ 60

Maximum Number of Providers to return: ☐ 10 ☒ 25 ☐ 45 ☐ 60 ☐ 150 ☐ 300

NOTE: The search function built into this locator will identify all Providers within a geographical area using mapping coordinates based on the zip code entered, as opposed to calculating actual driving distances. However, the [Map and Directions](#) button located below each Provider on the subsequent page will provide detailed mileage information, along with specific driving directions to each location.

# Web Site Resources

- Provider Locator

[Click Here for print version](#)

Provider Information	Age Limit (if any)	Primary Care Manager
<b>McAuliffe, Stephen W MD</b> 1st Specialty: Family Practice 180B Debuys Rd Ste 216B Biloxi, MS 39531 (228) 388-8881 <a href="#">Map and Directions</a>	Ages 2 and Older	Yes
<b>Lagrone, Don H III MD</b> <i>Group: Gulf Coast Children's Clinic PA</i> 1st Specialty: Pediatrics 2490 Pass Rd Biloxi, MS 39531 (228) 388-4842 <a href="#">Map and Directions</a>	None	Yes
<b>Siddiqui, Obaid A MD</b> <i>Group: Gulf Coast Children's Clinic PA</i> 1st Specialty: Pediatrics 2490 Pass Rd Biloxi, MS 39531 (228) 388-4842 <a href="#">Map and Directions</a>	None	Yes



**HUMANA**  
Military Healthcare Services



# Web Site Resources

- Provider Locator

[Click Here for print version](#)

## Humana Military Healthcare Services

Date: 8/5/02

Time: 5:57:05 PM

Zip: 39531

Specialty: Primary Care Manager

Maximum number to return: 25

Distance in miles: 15



### McAuliffe, Stephen W MD

*1st Specialty: Family Practice*

180B Debuys Rd Ste 216B

Biloxi, MS 39531

(228) 388-8881

Age Limit (if any): Ages 2 and Older

Primary Care Manager: Yes

### Lagrone, Don H III MD

*Group: Gulf Coast Children's Clinic PA*

*1st Specialty: Pediatrics*

2490 Pass Rd

Biloxi, MS 39531

(228) 388-4842

Primary Care Manager: Yes

### Siddiqui, Obaid A MD

*Group: Gulf Coast Children's Clinic PA*

*1st Specialty: Pediatrics*

2490 Pass Rd

Biloxi, MS 39531

(228) 388-4842

Primary Care Manager: Yes

### Siddiqui, Obaid A MD

*Group: Gulf Coast Children's Clinic PA*

*1st Specialty: Pediatrics*

1001 N Halstead Ste A

Ocean Springs, MS 39564

(228) 875-0780

Primary Care Manager: Yes

### Lagrone, Don H III MD

*Group: Gulf Coast Children's Clinic PA*

*1st Specialty: Pediatrics*

1001 N Halstead Ste A

Ocean Springs, MS 39564

(228) 875-0780

Primary Care Manager: Yes

### Turner, Jules M MD

*Group: Harbor Medical Center Inc*

*1st Specialty: Pediatrics*

15190 Community Rd Ste 270

Gulfport, MS 39503

(228) 328-1401

Primary Care Manager: Yes

NOTE: The search function built into this locator will identify all Providers within a geographical area using mapping coordinates based on the zip code entered, as opposed to calculating actual driving distances.



# Provider Resources



**REGIONS 3 and 4**

[Site Search](#)



## Provider Resources

*Online Provider Services*

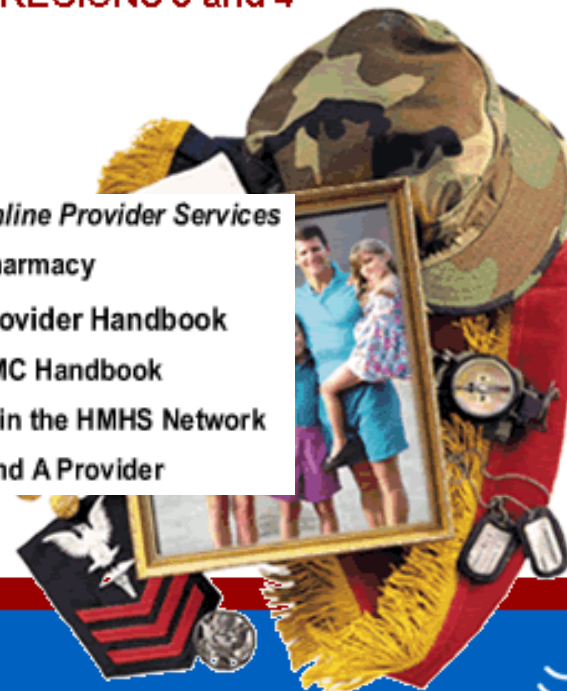
Pharmacy

Provider Handbook

EMC Handbook

Join the HMHS Network

Find A Provider



## Hot News

**Pay Prime Enrollment Online - NEW**

**TRICARE Offers Benefits to Activated Reservists and National Guard Members**

**TRICARE For Life Information**

**National Defense Authorization Act (NDAA)**



TRICARE is the Department of Defense (DoD) healthcare program for military families and retirees. Humana Military Healthcare Services has been selected by the DoD to offer TRICARE in Regions 3 and 4 in the southeastern United States.

[News Room](#) [Region Map](#) [Mid-Atlantic Region 2](#) [Heartland Region 5](#)

© 2002 Humana Military Healthcare Services [Legal Disclaimer](#)



# Web Page Evolution

Humana Military Healthcare Services  
Provider Resources



You are here: [Home](#) > [Provider Resources](#) > Online Provider Services

## HMHS Online Provider Services

The following services are available to registered users:



[Sign In](#)

[Site Help](#)

[Contact Us](#)

[Sign Up](#)

[Demos](#)

Coming Soon!

a redesigned  
**HMHS**  
**Online Provider Services**

[Click here to take a look](#)

### HMHS Online Provider Services

Move your mouse over the above icons to find out more about the **Interactive Reporting** and **Referrals and Authorizations** online services. If you have an ID, click on the *Sign In* button to access both services. If you do not have an ID you may sign up for one by clicking *Sign Up* button.

### HOT NEWS

[Online Provider Services Upgrade Coming Soon](#)  
[New Prior Authorization Chart](#)  
[Choice ADHD Flyer](#)



**HUMANA**  
Military Healthcare Services

# Web Page Evolution



You are here: [Home](#) > [Provider Resources](#) > Online Provider Services

## HMHS Online Provider Services

for Physicians, Hospitals, Clinics and Business Offices

### My Online Services

[Find Out More](#)

- Check Patient Eligibility**
- Online Referrals and Authorizations**
  - Enter a new Referral/Authorization
  - Check an existing Referral/Authorization
  - Other Referral/Authorization Functions
  - Diagnosis/Procedure Codes Lookup
- Provider Specific Reports**
  - TRICARE Patient List (PCMs Only)
  - Claims Status (Business Office/Sole Practitioner)
  - Other Provider Specific Reports
- Download Fee Schedules**

**MAKE THE MOST OF**

### Online Provider Services

**Referral Management**

[Check Eligibility](#) [Claims Status](#)

Start getting the information you need online...  
[click here to sign up now!](#)

### Hot News

**HMHS Online Provider Services Upgrade**  
**New Prior Authorization Charts**



### Check It Out!

**You are invited to take a test drive!**  
We have redesigned the HMHS Online Provider Services site to help you better manage the care of your TRICARE patients.  
[View a site demo now!](#)

### Online Provider Services...

...check online to see if a patient is eligible for the TRICARE program. Eligibility results are returned in just seconds.

### Quick Sign In

Your Initials

SSN or TIN

Password

[VA Medical Center Employee Sign In](#)  
[VA Network Employee Sign In](#)  
[South Carolina Field Office Empl Sign In](#)

### Provider Services Menu

[Site Demo](#)  
[Sign Up](#)  
[Site Help](#)

[Home](#) | [DoD Resources](#) | [Beneficiary Resources](#) | [Provider Resources](#) | [Search](#)

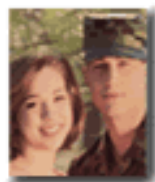
© Copyright 2002, Humana Military Healthcare Services [Legal Disclaimer](#)

# DoD Resources



**REGIONS 3 and 4**

[Site Search](#)



## DoD Resources

*Online MTF Services*  
TMA Link  
MTF Home Pages  
HBA/Mainframe Access



### Hot News

**Pay Prime Enrollment Online - NEW**

**TRICARE Offers Benefits to Activated Reservists and National Guard Members**

**TRICARE For Life Information**

**National Defense Authorization Act (NDAA)**



TRICARE is the Department of Defense (DoD) healthcare program for military families and retirees. Humana Military Healthcare Services has been selected by the DoD to offer TRICARE in Regions 3 and 4 in the southeastern United States.

[News Room](#) [Region Map](#) [Mid-Atlantic Region 2](#) [Heartland Region 5](#)  
© 2002 Humana Military Healthcare Services [Legal Disclaimer](#)

# Web Page Evolution



You are here: [Home](#) > [DoD Resources](#) > HMHS Online MTF Services

## HMHS Online MTF Services

The following services are available for registered users:



[Sign In](#)

[Contact Us](#)

[Sign Up](#)

[Demos](#)

Coming Soon!

a redesigned

**HMHS**

**Online MTF Services**

Click here to take a look

### HMHS Online MTF Services



Move your mouse over the above icons to find out more about the **Interactive Reporting** and **Medical Services Review** online services. If you have an ID, click on the *Log In* button to access both services. If you do not have an ID you may sign up for one by clicking *Sign Up Now!*



# Web Page Evolution

Humana Military Healthcare Services

## DoD Resources



Home

Provider Resources

Beneficiary Resources

▼ DoD Resources

Online MTF Services

TMA Link

MTF Home Pages

HBA Mainframe Access

You are here: [Home](#) > [DoD Resources](#) > HMHS Online MTF Services

## HMHS Online MTF Services

for DoD Personnel at MTFs and Lead Agent Offices

### My Online Services

[Find Out More](#)

**Check Patient Eligibility**

**Online Referrals and Authorizations**

Check an existing Referral/Authorization

Other Referral/Authorization Functions

Diagnosis/Procedure Codes Lookup

**Provider Specific Reports**

TRICARE Enrollment

Pharmacy Information

**MAKE THE MOST OF**

### Online MTF Services

### Referral Inquiry


Check Eligibility    Online Reporting

Start getting the information you need online...  
[click here to sign up now!](#)

### Hot News

**HMHS Online MTF Services Upgrade**

**New Prior Authorization Charts**



### Check It Out!

You are invited to take a test drive!  
We have redesigned the HMHS Online MTF Services site to help you better manage the care of your TRICARE patients.  
[View a site demo now!](#)

[Home](#) | [DoD Resources](#) | [Beneficiary Resources](#) | [Provider Resources](#) | [Search](#)

© Copyright 2002, Humana Military Healthcare Services [Legal Disclaimer](#)

### Quick Sign In

User ID:

Base:

Password:

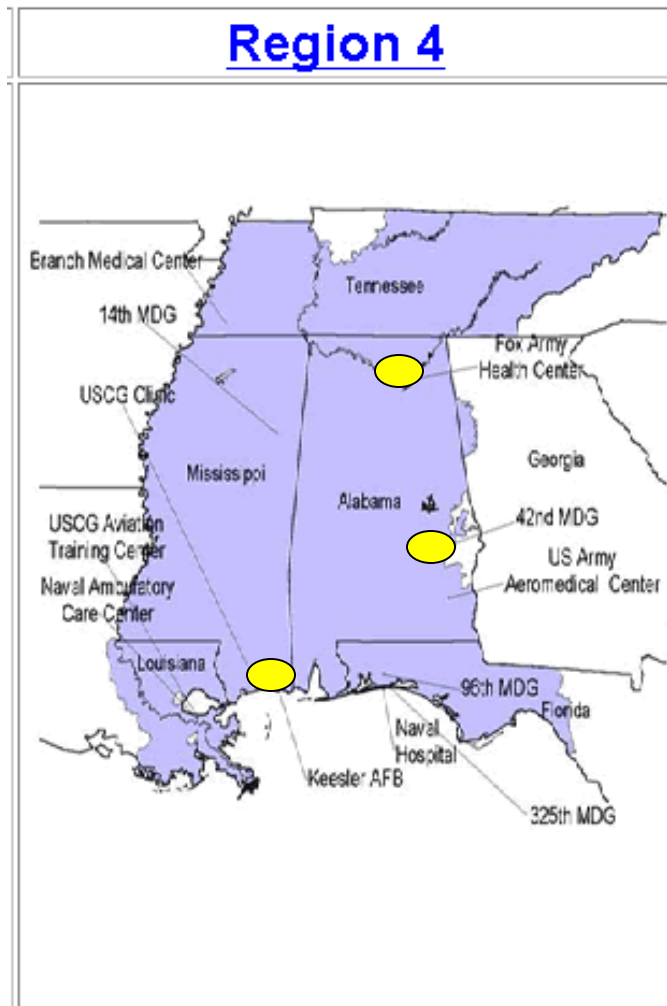
### MTF Services Menu

[Site Demo](#)

[Sign Up](#)

[Site Help](#)

# Web Page Evolution



Department of Defense - Health Services Region 4

Home | Site Map | Disclaimer | Contact Us

LEAD AGENT	DIRECTORATES	REFERENCES	EXECUTIVE STAFF
<ul style="list-style-type: none"> <li>Lead Agent</li> <li>Director</li> <li>Staff Directory</li> <li>Mission &amp; Vision</li> <li>Conferences <b>NEW</b></li> <li>Board of Governors</li> <li>Medical Treatment</li> </ul>	<ul style="list-style-type: none"> <li><b>Clinical</b> <ul style="list-style-type: none"> <li>Breast Health</li> <li>Population Health</li> <li>Patient Safety</li> </ul> </li> <li><b>Contracting</b></li> <li><b>Operations</b></li> </ul>	<ul style="list-style-type: none"> <li>TRICARE Homepage</li> <li>HUMANA-Military Healthcare</li> <li>Providers</li> <li>Beneficiaries</li> <li>Army Homepage</li> <li>Air Force Homepage</li> <li>Navy Homepage</li> </ul>	

**Redstone Arsenal**  
A TRADITION OF EXCELLENCE

**Alert Status**

- Weather Alert
- Force Protection Condition

**New Arrivals/Community Info**

- Community Calendar
- MWR Info
- Team Redstone Orgs
- Doing Business with Team Redstone
- History
- News

United States Army Values

- Loyalty
- Duty
- Respect
- Selfless Service
- Honor
- Integrity
- Personal Courage

Styx Kansas  
Aug 24th  
IN CONCERT

Welcome to the United States Army Aeromedical Center website.



## Hospital Information

[Aviators](#)  
[Clinics](#)  
[Directions](#)  
[Events & Classes](#)  
[Hospital Report Card & Patient Rights](#)  
[Late Breaking News](#)  
[Pharmacy](#)  
[Links](#)

## Phone numbers

Triage Advice Nurse	(334) 255-7151
	(800) 261-7193
Patient Appointments	(334) 255-7000
	(800) 261-7193
Pharmacy Refill Line	(334) 255-7671
	(877) 620-1623
Patient Representative	(334) 255-7229
Health Benefits Advisor	(334) 255-7233
Tricare Service Center	(334) 598-6500
Public Affairs Officer	(334) 255-7337
Medical Records	(334) 255-7435

## Hospital Directory

Please click here for [DoD Security Policy](#) and [Privacy Statement](#).



# Monthly Web Facts

June 2002

- **Visitor Sessions**
  - 78,438
- **Unique Visitors**
  - 25,345 or 32%
- **Provider Locator Visits**
  - 14,802 hits
- **Enrollment Forms Downloaded**
  - 1,012
- **Material Requests**
  - 3688



**HUMANA**  
Military Healthcare Services

# TPRADFM Update

- **Mailing**
- **Web Site link**
- **Briefing**
- **Materials**





**HUMANA®**

Military Healthcare Services

*Our goal is to be the Most  
Trusted Name in Military  
Health Solutions*



**HUMANA®**

Military Healthcare Services